

Automation

Service Name: Single Use Server – Level 3

1. Service Description: Fort Detrick DOIM provides server-hosting support for Single Use Servers. These servers contain programs that collectively serve the needs of the entire organization, a single user, department, or specialized application. These servers are provided to the DOIM by the customer. The customer is responsible for hardware and software maintenance on these servers. The DOIM can obtain maintenance for the customer on a reimbursement basis. In this usage, a server is both the computer hardware and its main software, the operating system. Monitoring and support are provided on a 7 x 24 coverage with after hours on call staff in the event of an outage. Scheduled maintenance will be performed within the window of 8:00-12:00 am EST on Sundays.

2. DOIM Responsibilities:

- a. Provide Server Hosting services on dedicated servers on-site at Fort Detrick DOIM Building 1422 (administration, back-up, and data storage) to include:
- b. Monitor, coordinate and administer server resources.
- c. Maintain the availability of the server(s) to its users.
- d. Advise and assist users regarding access to the server(s).
- e. Establish and perform system backup procedures and documentation to include storage of backup media and DR drives at a remote COOP site.
- f. Provide technical staff that are fully trained at appropriate levels per ARMY and MEDCOM guidelines to provide system administration duties
- g. Implement a comprehensive information security program per AR25-2, ARMY and MEDCOM guidelines and physical security procedures.
- h. Use fault management techniques designed to diagnose problems and provide timely solutions.
- i. Monitor the user environment, including login scripts, menu creation, and directory structure, as needed.
- j. Perform regularly scheduled evaluation and maintenance of all components (i.e. file servers, and print servers), including preventive maintenance.
- k. Provide around the clock monitoring and repair of system operations.
- l. Implement approved and planned changes to the LANs and document configuration changes.
- m. Provide security management in include scanning of server environment for vulnerabilities on a monthly basis
- n. Provide change management by tracking all changes to the server hardware in an Online Server Log.
- o. Inform the user community of any planned maintenance or outage schedules that will impact the server's availability.

3. Customer Responsibilities:

- a. Make requirements known to Supplier
- b. Request services and support by providing necessary request and or documentation
- c. Alert the Supplier as soon as possible on issues or problems that arise

- d. Provide the Supplier all hardware and software requirements to satisfy request
- e. Provide the Supplier documentation referencing any future, and anticipated hardware and software upgrades.
- f. Provide the Supplier hardware and software maintenance
- g. Provide the Supplier non-standard software administration training and documentation
- h. Provide the supplier with appropriate pertinent information necessary when requesting new user account
- i. Provide the Supplier twenty-four hours to restore user data
- j. Use single network server storage and all its components for official Government business only.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: <http://doim.detrick.army.mil>. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: usagdoimhelpdesk@amedd.army.mil